



Complaints Procedure Dyghtyans Gythyow		CPC-PR-CmP
		Version 2
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1. Purpose Mynnas

Chacewater Parish Council aims to provide high-quality services. This procedure ensures complaints are handled:

- fairly;
- transparently; and
- consistently.

2. Scope Skop

This procedure applies to complaints about:

- Parish Council administration;
- procedures; and
- services.

It does not apply to:

- complaints against Councillors (handled by Cornwall Council Monitoring Officer);
- employee conduct (handled under employment procedures); or
- legal disputes.

3. Definition of a complaint Styryans a gyth

A complaint is an expression of dissatisfaction requiring a response.

4. Informal resolution Unverheans anfurvus

Where possible, concerns should first be raised informally with the Clerk.

5. Formal complaints procedure Dyghtyans gythyow furvus

5.1. Stage 1 – Written complaint Agwedh 1 – Gyth skrifys

- The complainant should submit the complaint to the Clerk.
- The complaint will be acknowledged within 5 working days.

5.2. Stage 2 – Investigation Agwedh 2 – Hwithrans

- The Clerk will investigate or refer to the Chair for further investigation.
- A written response issued within 20 working days.

5.3. Stage 3 – Review by Chacewater Parish Council Agwedh 3 – Daswel gans Konsel Pluw an Chas

If the complaint remains unresolved the complainant may request a review, at which:

- a panel of Councillors (minimum 3) will consider the complaint;
- the complainant may attend and present their case; and
- a decision will be issued in writing.

6. Timescales Sesonyow

The Parish Council aims to resolve complaints within 30 working days where possible.



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7. Confidentiality Kelyfydhyans

Complaints will be handled confidentially where appropriate.

Personal data will be handled in accordance with data protection law.

8. Vexatious or persistent complaints Gythyow fyslek po parghus

Chacewater Parish Council reserves the right to:

- refuse to investigate unreasonable or repetitive complaints; and
- to apply the Unacceptable or Unreasonable Behaviour Policy to complaints, where necessary.

9. Records Kovadhow

A record of complaints will be maintained by the Clerk.

10. Review Daswel

This Procedure will be:

- reviewed annually; or
- updated following incidents or changes in legislation or guidance.